

March 19, 2004
Case No.: AUS920010127US1 (9000/20)
Serial No.: 09/843,064
Filed: April 26, 2001
Page 4 of 20

CLAIM AMENDMENTS:

Claims 1-18 are currently pending in the application.

Please cancel pending claims 1-18 without prejudice or disclaimer as to the subject matter of claims 1-18 for consideration in a continuation application.

Please add new claims 19-42 as shown below.

The following listing of claims 19-42 will replace all prior versions, and listings, of claims in the application:

1.-18. (Cancelled)

19. (New) A method of operating a hardware system console for facilitating a service repair of an operational failure of a processing system including one or more field replaceable units, the hardware system console including a database for storing open service action event entries, incomplete service action event entries and closed service action event entries corresponding to the processing system, said method comprising:

receiving an error report from the processing system in response to the operational failure of the processing system, the error report including a service action plan listing at least one field replaceable unit as a potential source for causing the operational failure of the processing system;

generating and storing a first open service action event entry within the database in response to receiving the error report from the processing system, the first open service action event entry including the service action plan; and

subsequent to generating and storing the first open service action event entry within the database, compiling and displaying a service action event log including each open service action event entry stored within the database in response to a service repair access of the hardware system by a service representative.

March 19, 2004
Case No.: AUS920010127US1 (9000/20)
Serial No.: 09/843,064
Filed: April 26, 2001
Page 5 of 20

20. (New) The method of claim 19, further comprising:
subsequent to generating and storing the first open service action event entry within the database, compiling and displaying a service history log including at least one incomplete service action event entry stored within the database that is related to the first open service action event entry.
21. (New) The method of claim 19, further comprising:
subsequent to generating and storing the first open service action event entry within the database, compiling and displaying a service history log including at least one closed service action event entry stored within the database that is related to the first open service action event entry.
22. (New) The method of claim 19, further comprising:
subsequent to compiling and displaying the service action event log, interfacing with the service representative to store a first incomplete service action event entry within the database as an indication of an incomplete implementation of the service action plan by the service representative.
23. (New) The method of claim 19, further comprising:
subsequent to compiling and displaying the service action event log, interfacing with the service representative to store a first closed service action event entry within the database as an indication of a complete implementation of the service action plan by the service representative

March 19, 2004
Case No.: AUS920010127US1 (9000/20)
Serial No.: 09/843,064
Filed: April 26, 2001
Page 6 of 20

24. (New) A system for facilitating a service repair of an operational failure of a processing system including one or more field replaceable units, said system comprising:
- a database for storing open service action event entries, incomplete service action event entries and closed service action event entries corresponding to the processing system; and
 - a hardware system console including
 - means for receiving a error report from the processing system in response to the operational failure of the processing system, the error report including a service action plan listing at least one field replaceable unit as a potential source for causing the operational failure of the processing system;
 - means for generating and storing a first open service action event entry within the database in response to receiving the error report from the processing system, the first open service action event entry including the service action plan; and
 - means for, subsequent to generating and storing the first open service action event entry within the database, compiling and displaying a service action event log including each open service action event entry stored within the database in response to a service repair access of the hardware system console by a service representative.
25. (New) The system of claim 24, wherein the hardware system console further includes means for, subsequent to generating and storing the first open service action event entry within the database, compiling and displaying a service history log including at least one incomplete service action event entry stored within the database that is related to the first open service action event entry.
26. (New) The system of claim 24, wherein the hardware system console further includes means for, subsequent to generating and storing the first open service action event entry within the database, compiling and displaying a service history log including at least one closed service action event entry stored within the database that is related to the first open service action event entry

March 19, 2004
Case No.: AUS920010127US1 (9000/20)
Serial No.: 09/843,064
Filed: April 26, 2001
Page 7 of 20

27. (New) The system of claim 24, wherein the hardware system console further includes means for, subsequent to compiling and display the service action event log, interfacing with the service representative to store a first incomplete service action event entry within the database as an indication of an incomplete implementation of the service action plan by the service representative.

28. (New) The system of claim 27, wherein the hardware system console further includes means for, subsequent to compiling and displaying the service action event log, interfacing with the service representative to store a first closed service action event entry within the database as an indication of a complete implementation of the service action plan by the service representative.

29. (New) A computer program product in a computer readable medium included within a hardware system console for facilitating a service repair of an operational failure of a processing system including one or more field replaceable units, the hardware system console including a database for storing open service action event entries, incomplete service action event entries and closed service action event entries corresponding to the processing system, said computer program product comprising:

computer readable code for receiving an error report from the processing system in response to the operational failure of the processing system, the error report including a service action plan listing at least one field replaceable unit as a potential source for causing the operational failure of the processing system;

computer readable code for generating and storing a first open service action event entry within the database in response to receiving the error report from the processing system, the first open service action event entry including the service action plan; and

computer readable code for, subsequent to generating and storing the first open service action event entry within the database, compiling and displaying a service action event log including each open service action event entry stored within the database in response to a service repair access of the hardware system console by a service representative.

March 19, 2004

Case No.: AUS920010127US1 (9000/20)

Serial No.: 09/843,064

Filed: April 26, 2001

Page 8 of 20

30. (New) The computer program product of claim 29, further comprising:
computer readable code for, subsequent to generating and storing the first open service action event entry within the database, compiling and displaying a service history log including at least one incomplete service action event entry stored within the database that is related to the first open service action event entry.
31. (New) The computer program product of claim 29, further comprising:
computer readable code for, subsequent to generating and storing the first open service action event entry within the database, compiling and displaying a service history log including at least one closed service action event entry stored within the database that is related to the first open service action event entry.
32. (New) The computer program product of claim 29, further comprising:
computer readable code for, subsequent to compiling and displaying the service action event log, interfacing with the service representative to store a first incomplete service action event entry within the database as an indication of an incomplete implementation of the service action plan by the service representative.
33. (New) The computer program product of claim 29, further comprising:
computer readable code for, subsequent to compiling and displaying the service action event log, interfacing with the service representative to store a first closed service action event entry within the database as an indication of a complete implementation of the service action plan by the service representative.

March 19, 2004

Case No.: AUS920010127US1 (9000/20)

Serial No : 09/843,064

Filed: April 26, 2001

Page 9 of 20

34. (New) A method of operating a hardware system console for facilitating a service repair of an operational failure of a processing system including one or more field replaceable units, the hardware system console including a database for storing open service action event entries, incomplete service action event entries and closed service action event entries corresponding to the processing system, said method comprising:

receiving an error report from the processing system in response to the operational failure of the processing system, the error report including a service action plan listing at least one field replaceable unit as a potential source for causing the operational failure of the processing system,

generating and storing a first open service action event entry within the database in response to receiving the error report from the processing system, the first open service action event entry including the service action plan;

receiving a service repair access request of the first open service action entry as stored in the database by a service representative; and

subsequent to receiving the service repair access request, interfacing with the service representative to store one of a first incomplete service action event entry within the database as an indication of an incomplete implementation of the service action plan by the service representative or a first closed service action event entry within the database as an indication of a complete implementation of the service action plan by the service representative.

35 (New) The method of claim 34, further comprising:

subsequent to receiving the service repair access request, displaying a service history log including at least one incomplete service action event entry stored within the database that is related to the first open service action event entry.

36. (New) The method of claim 34, further comprising:

subsequent to receiving the service repair access request, displaying a service history log including at least one closed service action event entry stored within the database that is related to the first open service action event entry.

March 19, 2004

Case No.: AUS920010127US1 (9000/20)

Serial No.: 09/843,064

Filed: April 26, 2001

Page 10 of 20

37. (New) A system for facilitating a service repair of an operational failure of a processing system including one or more field replaceable units, said system comprising:
a database for storing open service action event entries, incomplete service action event entries and closed service action event entries corresponding to the processing system;
and

a hardware system console including

means for receiving an error report from the processing system in response to the operational failure of the processing system, the error report including a service action plan listing at least one field replaceable unit as a potential source for causing the operational failure of the processing system;

means for generating and storing a first open service action event entry within the database in response to receiving the error report from the processing system, the first open service action event entry including the service action plan; and

means for receiving a service repair access request of the first open service action entry as stored in the database by a service representative; and

means for, subsequent to receiving the service repair access request, interfacing with the service representative to store one of a first incomplete service action event entry within the database as an indication of an incomplete implementation of the service action plan by the service representative or a first closed service action event entry within the database as an indication of a complete implementation of the service action plan by the service representative.

38. (New) The system of claim 37, wherein the hardware system console further includes means for, subsequent to receiving the service repair access request, compiling and displaying a service history log including at least one incomplete service action event entry stored within the database that is related to the first open service action event entry.

39. (New) The system of claim 37, wherein the hardware system console further includes means for, subsequent to receiving the service repair access request, compiling and displaying a service history log including at least one closed service action event entry stored within the database that is related to the first open service action event entry

March 19, 2004
Case No.: AUS920010127US1 (9000/20)
Serial No : 09/843,064
Filed: April 26, 2001
Page 11 of 20

40. (New) A computer program product in a computer readable medium included within a hardware system console for facilitating a service repair of an operational failure of a processing system including one or more field replaceable units, the hardware system console including a database for storing open service action event entries, incomplete service action event entries and closed service action event entries corresponding to the processing system, said computer program product comprising:

computer readable code for receiving an error report from the processing system in response to the operational failure of the processing system, the error report including a service action plan listing at least one field replaceable unit as a potential source for causing the operational failure of the processing system;

computer readable code for generating and storing a first open service action event entry within the database in response to receiving the error report from the processing system, the first open service action event entry including the service action plan; and

computer readable code for receiving a service repair access request of the first open service action entry as stored in the database by a service representative; and

computer readable code for, subsequent to receiving the service repair access request, interfacing with the service representative to store one of a first incomplete service action event entry within the database as an indication of an incomplete implementation of the service action plan by the service representative or a first closed service action event entry within the database as an indication of a complete implementation of the service action plan by the service representative.

41. (New) The computer program product of claim 40, further comprising:

computer readable code for, subsequent to receiving the service repair access request, compiling and displaying a service history log including at least one incomplete service action event entry stored within the database that is related to the first open service action event entry.

March 19, 2004

Case No.: AUS920010127US1 (9000/20)

Serial No.: 09/843,064

Filed: April 26, 2001

Page 12 of 20

42. (New) The computer program product of claim 40, further comprising:
computer readable code for, subsequent to receiving the service repair access request,
compiling and displaying a service history log including at least one closed service action
event entry stored within the database that is related to the first open service action event
entry.